

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Southern Hosiery Mills

North Carolina Manufacturing Extension Partnership

Southern Hosiery Mills Achieves ISO 9000 Certification

Client Profile:

Southern Hosiery Mills is a family-owned textile company. The company manufactures industrial fabrics and textiles for the medical and automotive industries. Located in Hickory, North Carolina, the company employs 150 people.

Situation:

One of Southern Hosiery Mills (SHM) major automotive industry clients mandated that all its suppliers, including Southern Hosiery, become ISO 9000 registered by January 2004. With a short deadline looming, the company contacted North Carolina State University's Industrial Extension Service (IES), a NIST MEP network affiliate, for assistance.

Solution:

IES worked closely with SHM to document and standardize its processes in preparation for ISO certification. Together, IES and SHM eliminated loop holes and implemented tighter controls. SHM passed its independent audit with only one minor finding, which IES quickly helped to correct. The company received its ISO 9000 certification in September 2003.

Results:

- * Achieved ISO 9000 certification.
- * Improved customer satisfaction.
- * Positioned company for growth in the market.
- * Enhanced product credibility.

Testimonial:

"It was tough doing it [preparing for ISO certification with the Industrial Extension Service], but in this day and time you do whatever you can to stay ahead."

Peter Menzies, Vice President of Marketing